




# Getting Started with Outlook 2002

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## Objectives

- ▶ Understand e-mail
- ▶ Start Outlook 2002
- ▶ View the Outlook 2002 window
- ▶ Add a contact to the Address Book
- ▶ Create and send new messages
- ▶ Reply to and forward messages
- ▶ Send a message with an attachment
- ▶ Create a distribution list
- ▶ Send a message to a distribution list


Microsoft Outlook 2002 is an integrated desktop information management program that lets you manage your personal and business information and communicate with others. Using Outlook, you can manage information such as your electronic messages, appointments, contacts, tasks, and files. In this unit, you will focus on the electronic mail features of Outlook.

 You are a marketing assistant at MediaLoft, a chain of bookstore cafés that sells books, CDs, and videos. MediaLoft wants to add more international coffee and tea products to their selection. Your manager, Alice Wegman, has asked you to research how to purchase Chai tea products directly from India to sell at MediaLoft. You will use Outlook 2002 to communicate with Alice about your progress.





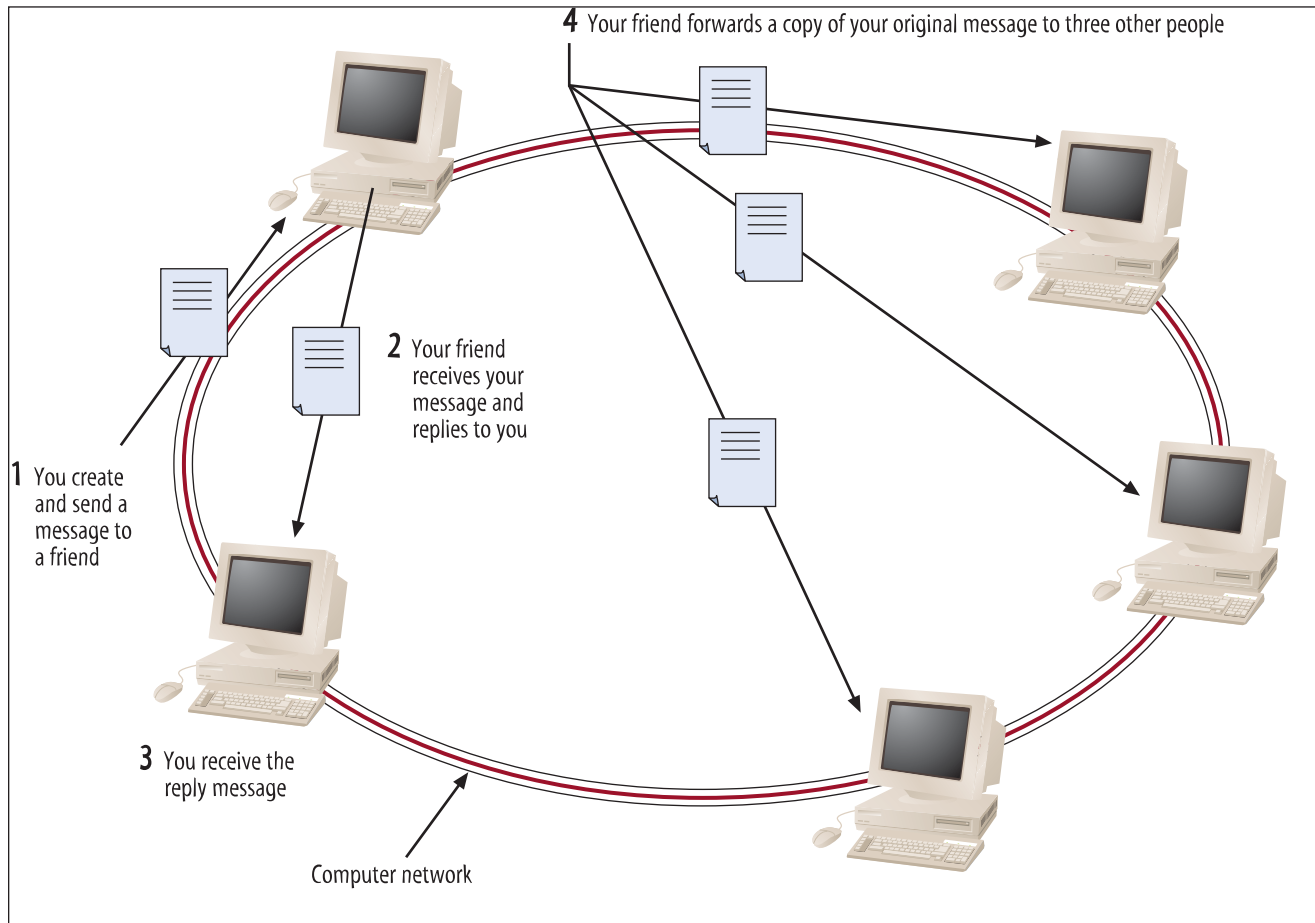
# Understanding E-Mail

**E-mail software** lets you send and receive electronic messages, e-mail, over a network and the Internet. A **network** is a group of computers connected to each other with cables and software. The Internet is a network that connects millions of computer users around the world. Figure A-1 illustrates how e-mail messages can travel over a network.  MediaLoft employees use e-mail to communicate with each other and with clients because it is fast and easy. E-mail is an effective way to communicate with co-workers or colleagues who are at located in different places.

## Details

The following are some of the benefits of using e-mail:

- ▶ **Provides a convenient and efficient way to communicate**  
You can send and receive messages whenever you wish; the recipients do not have to be at their computers to receive your message at the same time that you send it. E-mail uses **store and forward technology**. Unlike communication through a telephone call, the senders and recipients don't have to be on their computers at the same time to communicate.
- ▶ **Allows you to send large amounts of information**  
Your messages can be as long as you wish, and you can also attach a file (such as a spreadsheet or word processing document) to a message.
- ▶ **Lets you communicate with several people at once**  
You can create your own electronic address book, containing the names of the people with whom you frequently communicate. You can then send the same message to multiple individuals at one time.
- ▶ **Ensures delivery of information**  
With Outlook, you have the option of receiving a notification message when a recipient receives and reads your e-mail, if you and the recipient of the message are connected to the same network.
- ▶ **Lets you communicate from a remote place**  
If you have an Internet connection and communications software, you can connect your computer at home to the computers at your office. This gives you the flexibility to send and receive messages when you are not at the office. You can also sign up with an ISP (Internet service provider) and send e-mail to people on the Internet. You can connect to the Internet using a telephone line or other, faster technologies including, cable, ISDN (Integrated Services Digital Network), T1, T3, or DSL (Digital Subscriber Line).
- ▶ **Provides a record of communications**  
You can organize the messages you send and receive in a way that best suits your working style. Organizing your saved messages lets you keep a record of communications, which can be very valuable in managing a project or business.
- ▶ **Allows you to store information**  
You can store e-mail messages in folders and refer to them again in the future. Unlike paper mail, which can be lost or damaged, e-mail is safely stored on your computer. Just like any other files you store on your computer, make sure you regularly back up the drive where your Outlook files are stored.

**FIGURE A-1: Sending messages with e-mail**

### Electronic mail etiquette


When you compose a message, take extra care in what you say and how you say it. The recipient of your message doesn't have the benefit of seeing your body language or hearing the tone of your voice to interpret what you are saying. For example, using all capital letters in the text of a message is the e-mail equivalent of shouting and is not appropriate. Carefully consider the content of your messages before you send them, and don't send confidential or sensitive material.

Remember, once you send a message, you may not be able to prevent it from being delivered. If your e-mail account is a company account, it's a good idea to learn whether your company permits the sending of personal messages. All messages you send have been legally interpreted as property of the company for which you work, so don't assume that your messages are private.



## Outlook 2002

# Starting Outlook 2002

Before you can read or send messages, you must start Outlook. Depending on how your e-mail system is set up, you may be prompted to choose a profile during the startup process. A **profile** is a set of information used to identify individual e-mail users. Profiles allow more than one user to have individual e-mail accounts on the same computer and are common in classroom environments.  You need to start Outlook in order to send an e-mail message to Alice.


## Steps 1 2 3 4

### Trouble?

If the Choose Profile dialog box opens, click the Profile Name list arrow to select your profile, then click OK. If you don't know which profile to use, ask your technical support person.

### QuickTip

You can click the Inbox shortcut on the Outlook Bar to view the Inbox.

1. Click the **Start button**  on the taskbar, then point to **Programs**  
Outlook is on the Programs menu. See Figure A-2.

2. Click **Microsoft Outlook**

Outlook starts and displays one of its many views. Your installation may or may not be set up to start in the Outlook Today view.

3. Click the **Outlook Today shortcut** in Outlook Shortcuts on the Outlook Bar

Figure A-3 shows the Outlook Today view. Outlook Today is customizable, so the layout of your Outlook Today may differ. When you have items in the Calendar and Tasks folders, they will appear in this view along with any messages in your Inbox.

4. Click **View** on the menu bar, point to **Go To**, then click **Inbox**

The Inbox folder is the folder in Outlook that stores all incoming e-mail messages.

FIGURE A-2: Starting Outlook 2002

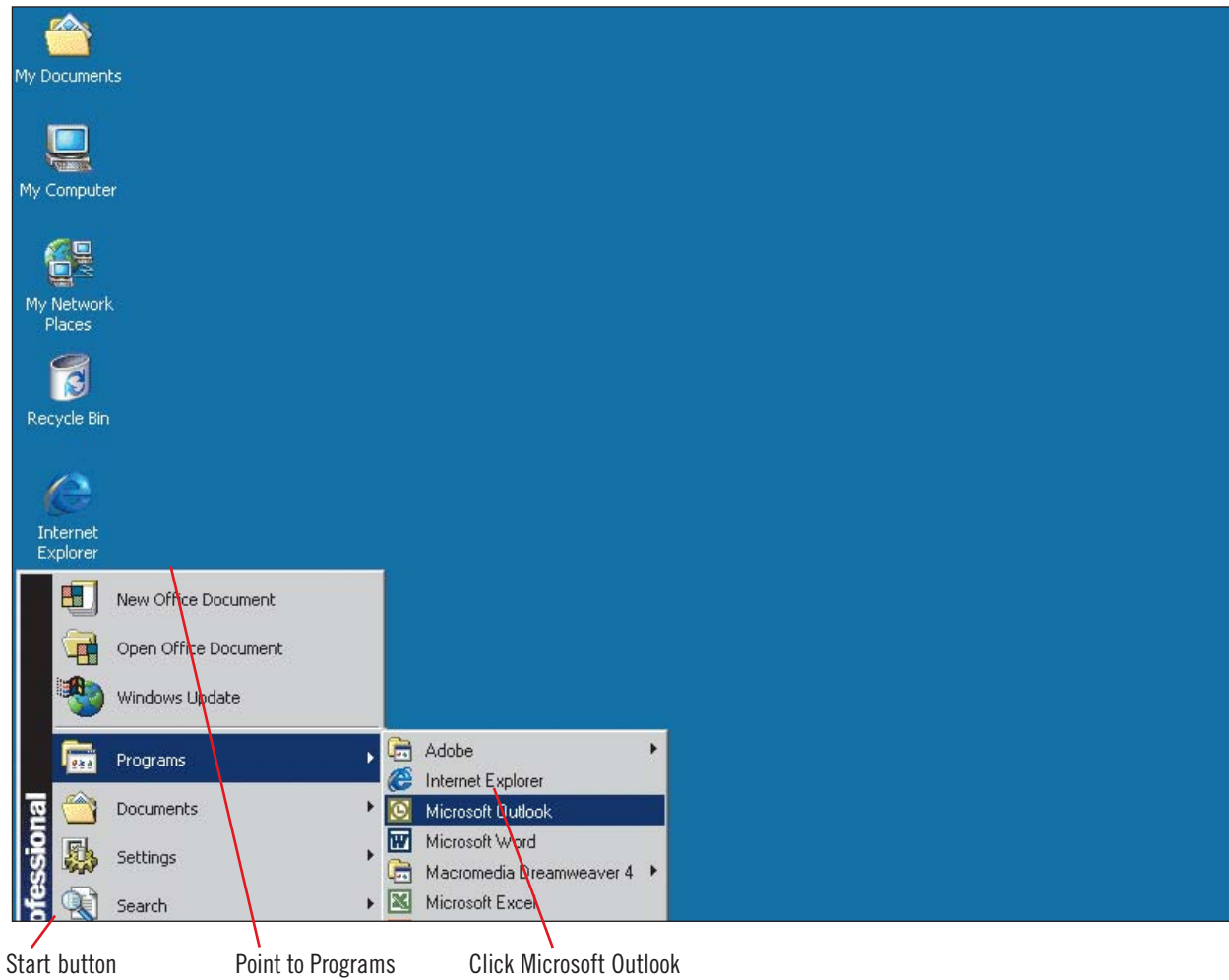
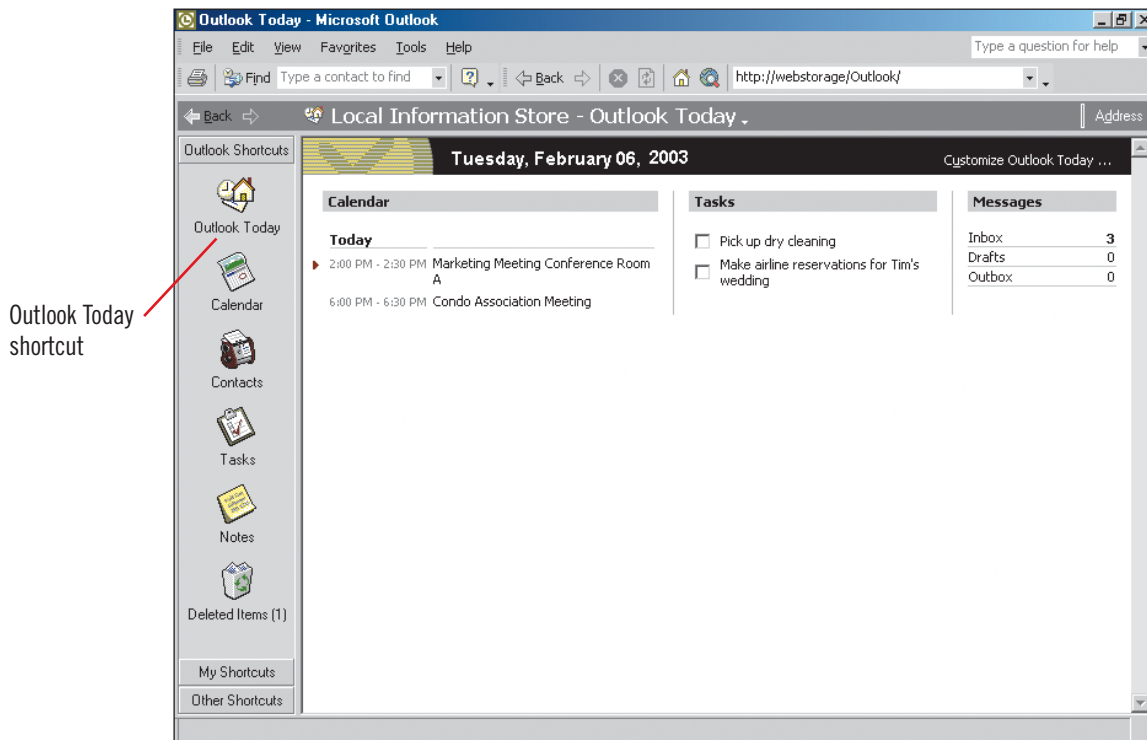


FIGURE A-3: Outlook Today view





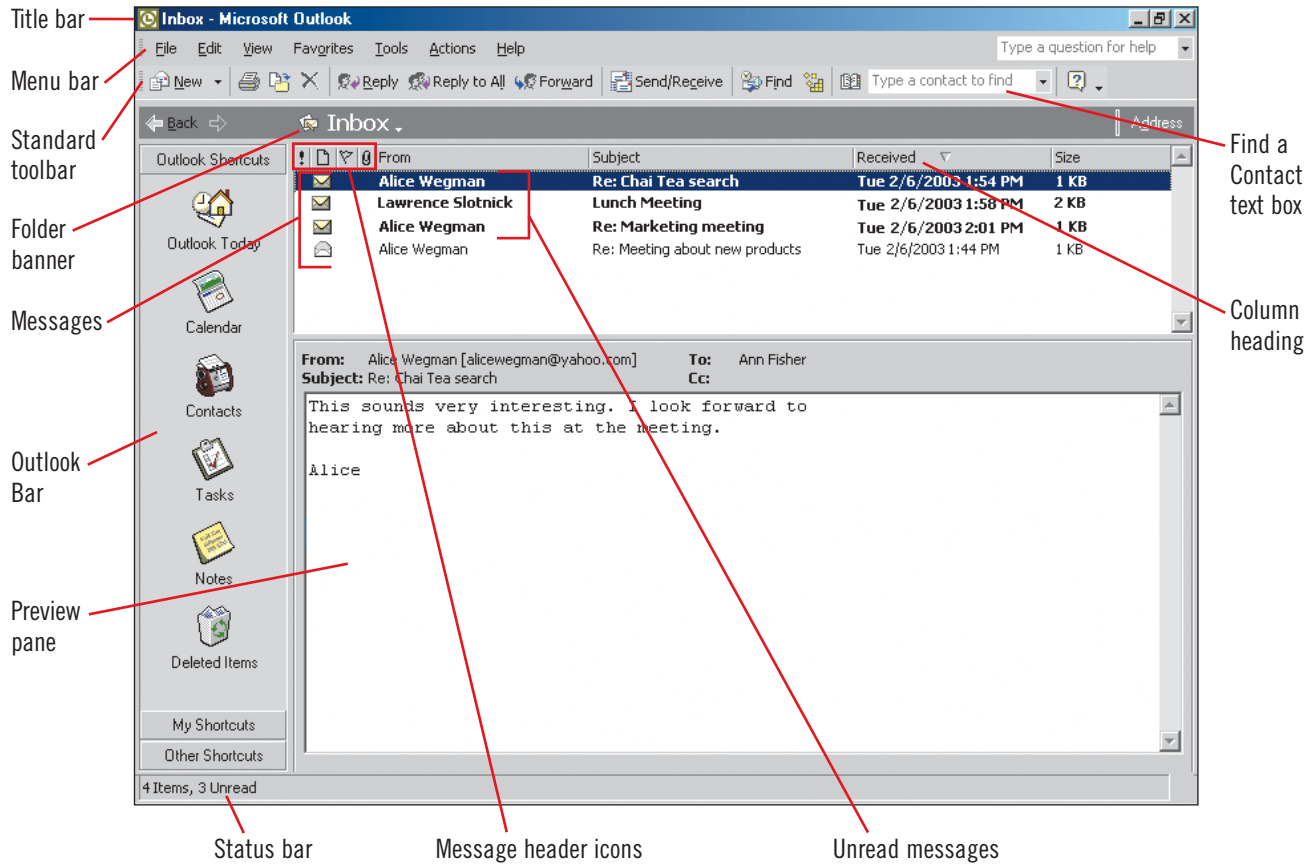
# Viewing the Outlook 2002 Window

Before you can use the many features of Outlook, you need to understand how each part of the Outlook window works. Figure A-4 shows the Outlook window with the Inbox displayed. Read the details in this lesson to learn about the various elements of the window.

## Details

- ▶ At the top of the window, the **title bar** displays the name of the program, Microsoft Outlook. When you double-click a message to open it in a new window, the subject of the message appears in the title bar.
- ▶ The **menu bar** (as in all Windows programs) contains the names of the menu items. Clicking a menu item on the menu bar displays a list of related commands. For example, you use the commands on the Edit menu to edit the text of your message.
- ▶ The **Inbox** shows a list of message headers for the e-mail you have received. Each **message header** identifies the sender of the message, the subject, the date and time the message was received, and the size of the message. Message headers of unread messages appear in boldface. By default, Outlook displays the Inbox with a **preview pane**, the lower pane of the Inbox. You use the preview pane to read and scroll through messages without opening them in a new window.
- ▶ **Message header icons** to the left of the sender's name identify the attributes of the message. For example, an icon that looks like a closed envelope indicates that the message has not been read. See Table A-1 for a description of the icons that may appear in the Inbox.
- ▶ **Column headings**, above the message headers, identify the sections of the message header. You can use the column headings to sort and organize your messages, by clicking on the headers.
- ▶ On the left side of the Outlook window is the **Outlook Bar**. The Outlook Bar contains shortcuts to frequently used folders. The Inbox folder is currently open. To open a different folder, you simply click the folder icon. The Inbox folder contains all the messages other users have sent you. Other shortcuts on the Outlook Bar include Calendar, Contacts, Tasks, Notes, and Deleted Items folders. The Deleted Items folder contains messages you have deleted.
- ▶ Under the menu bar, the **Standard toolbar** contains buttons that give you quick access to the most frequently used commands, such as Reply, Forward, Print, Find, and Delete. You can access your Address Book from the Standard toolbar and enter a contact name in the Find a Contact text box. Outlook will search for the contact, then display the contact window for that person.
- ▶ Just below the Standard toolbar, the **folder banner** displays the name of the open folder. The folder banner in Figure A-4 shows that the Inbox folder is currently open. The **status bar** at the bottom of the window indicates the total number of messages that the open folder contains, as well as the number of messages that have not been read.

**FIGURE A-4: The Outlook window**



**TABLE A-1: Message header icons**

icon	description
	High-importance message
	Low importance message
	Unread message
	Read message
	Forwarded message
	Replied to message
	Notification of a delivered message
	Message has an attachment
	Message has been flagged for follow up
	Notification of an undeliverable message





Outlook 2002

# Adding a Contact to the Address Book

You can add the names and e-mail addresses of people to whom you frequently send e-mail messages to the Address Book in Outlook. Outlook refers to your Address Book entries as “contacts,” and places them in a folder called Contacts. When you create a new contact, you type the person’s full name and e-mail address. You are given the option of entering additional information about that person, including his or her mailing address, telephone number, mobile phone number, and even birthday. Adding a contact to your Address Book saves you from having to type someone’s e-mail address each time you want to send a message to him or her. It also reduces the chance that your message will not be sent because you typed someone’s e-mail address incorrectly. Since you’ll be corresponding with Alice frequently, you create a contact for her in your Address Book. You also decide to create contacts for Catherine Favreau and Peter DiGiorgio, MediaLoft colleagues, since they will eventually be involved in the Chai Tea project.

## Steps 1234

### Trouble?

If a list appears in your Address Book, someone has already entered contacts.

1. Click the **Address Book button**  on the Standard toolbar

The Address Book opens, as shown in Figure A-5. Presently the Address Book does not contain any contacts. The Address book is also available if you click Tools on the menu bar, then click Address Book.


2. Click the **New Entry button**  on the Address Book toolbar

The New Entry dialog box opens, as shown in Figure A-6.

3. Make sure **New Contact** is selected, then click **OK**

The Untitled Contact window opens as shown in Figure A-7. You can see that Outlook can store a lot of information about each contact.


### QuickTip



Click the Full Name button  in the Contact window to open the Check Full Name dialog box to create a contact with a Title, First name, Middle name, Last name, and Suffix.

4. Type **Alice Wegman** in the Full Name text box, click the **E-mail text box**, type **alicewegman@yahoo.com**, then press **[Tab]**

Outlook recognizes Alice as the first name and Wegman as the last name, as entered in the Full Name text box. If Outlook had been unsure of the name because of a nontraditional entry, such as just one name, the Check Full Name dialog box would have opened to give you an opportunity to verify the entry. Alice’s name and e-mail address appear in the Display as text box, as shown in Figure A-8. You can edit the Display as text box to change the way a name is displayed.

### QuickTip


Click the Save and New button  if you are adding a list of contacts at one time.

5. Click the **Save and Close button**  on the Standard toolbar, click the **New Entry Button**  on the Address book toolbar, then click **OK**

Alice Wegman is added as a new contact in the Address book. A new Untitled Contact window opens.

6. Type **Peter DiGiorgio** in the Full Name text box, type your e-mail address in the E-mail text box, then click 

Peter DiGiorgio is added to the Address Book with your e-mail address.

7. Click , click **OK**, type **Catherine Favreau** in the Full Name text box, type your e-mail address in the E-mail text box, click the **Save and Close button**  on the Address Book toolbar, click the **Add this as a new contact anyway option button** in the Duplicate Contact Detected dialog box, then click **OK**

Three new contacts are added to your Address Book.

8. Click the **Close button**  on the Address Book window title bar

The Address Book closes and you return to the Inbox view.



FIGURE A-5: Address book

New Entry button

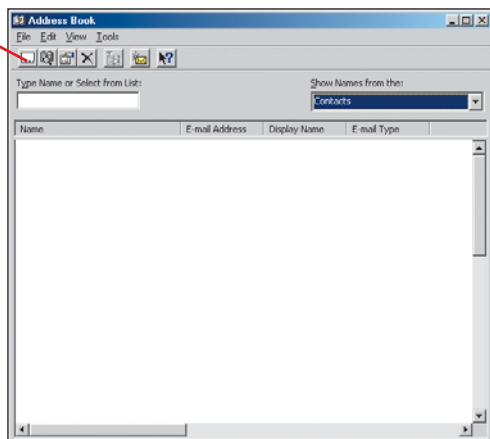


FIGURE A-6: New Entry dialog box

Make sure that New Contact is selected

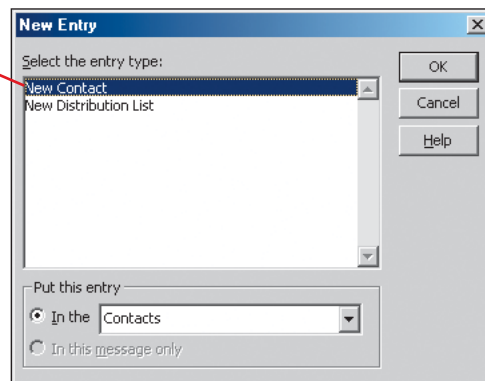


FIGURE A-7: Contact window

Type Alice's name here

Type Alice's e-mail address here

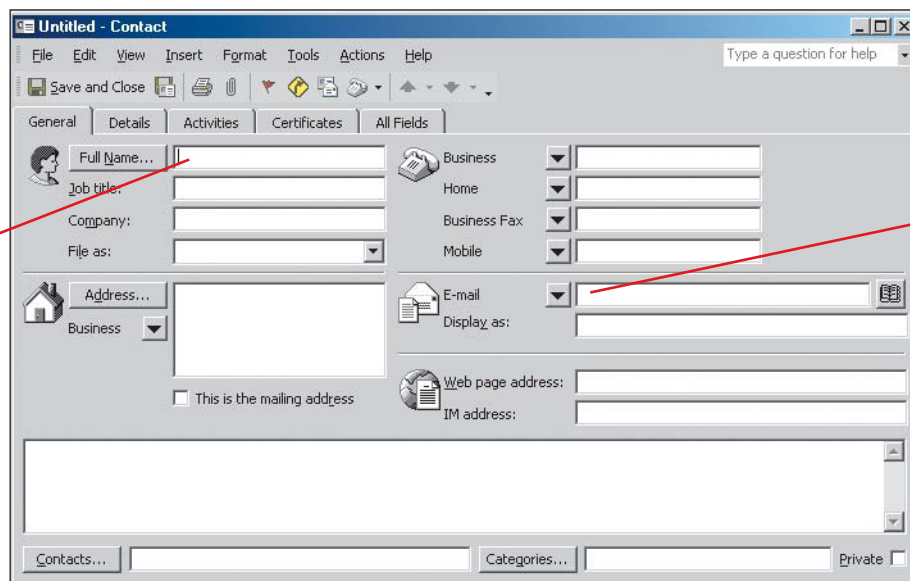


FIGURE A-8: Alice Wegman Contact window

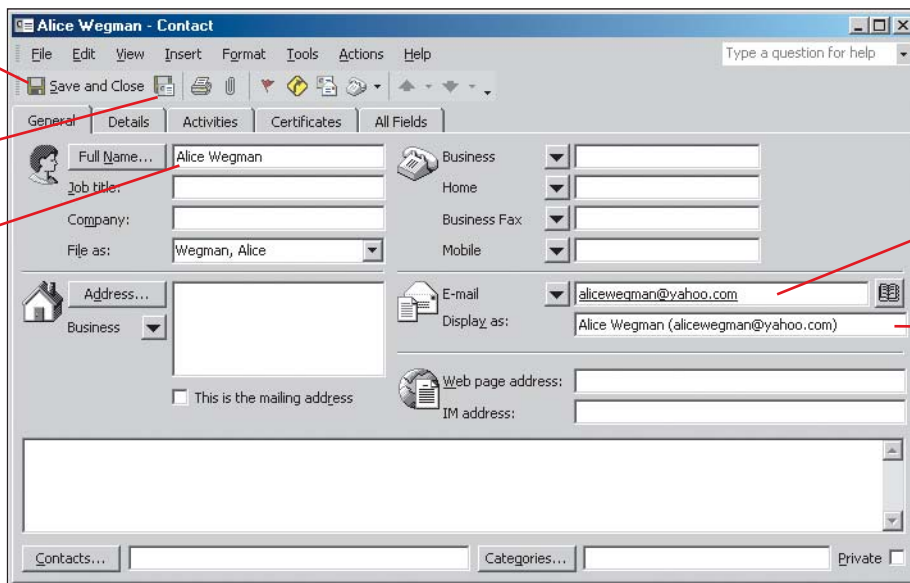
Save and Close button

Save and New button

Full Name text box


E-mail text box

Display as text box






# Creating and Sending New Messages

When you create an e-mail message, you must indicate for whom the message is intended and specify any other recipients who should receive a copy. You also need to enter a meaningful subject for the message. You write the text of your message in the message body, then send it. Outlook 2002 uses Microsoft Word as the default text editor, which means that you have access to the same text formatting features in Outlook that you use in Word documents. You can change the color of text in your message to place emphasis, you can create a bulleted list within your e-mail message, and you can check the spelling of your message easily.  You are ready to write your message and send it to Alice. You've already invited an international marketing expert, Douglas Willard, to the meeting. You also send him a copy of the message to remind him about it.

## Steps 1234

1. Click the **New Mail Message button**  on the Standard toolbar

A new Untitled **Message window** opens, as shown in Figure A-9. You can type the recipient's e-mail address in the To text box, or click the To button  to select a contact from the Select Names dialog box.

2. Click the **To button** 

The Select Names dialog box opens. Contacts appears in the Show Names from the text box. You can see the three entries that you added to the Contacts folder.

3. Click **Alice Wegman** in the Name list, then click 

Alice's name is placed in the list of Message Recipients, as shown in Figure A-10. In the Message Recipients box, you can see the Display As name followed by the e-mail address for each contact in the list.

### QuickTip

You can add more than one contact to the list of Message Recipients at the same time by clicking the first contact, pressing [CTRL], clicking the rest of the contacts, then clicking



4. Click **OK**

The Select Names dialog box closes. You can still add recipients to the message through the Message window. You can send e-mail to recipients even if they are not already in your Address Book.

5. Click the **Cc text box**, then type **dougwillard@yahoo.com**

Cc stands for courtesy copy. Courtesy copies are typically sent to message recipients who need to be aware of the correspondence between the sender and the recipients. Bcc, or blind courtesy copy, is used when the sender does not want to reveal who he or she has sent courtesy copies to.

6. Press [Tab], then type **Meeting about Chai Tea** in the Subject text box

The subject text box should be a brief statement that indicates the purpose of your message.

### QuickTip

A red, wavy line may appear underneath the word Chai indicating that Word's Check Spelling as you type feature is on, and Word has identified Chai as a possible spelling error.

7. Press [Tab] to place your cursor in the message body, then type the body of the message, as shown in Figure A-11

The message is complete. You can see that Word's spelling feature has identified the word "Chai" as a possible spelling error.

8. Click the **Send button**  on the Message Standard toolbar

The message is sent, the Message window closes, and Outlook stores a copy of the message in your Sent Items folder.

9. Click the **Inbox list arrow**  in the Folder Banner to show the Folder List, then click the **Sent Items folder**

A copy of the Meeting about Chai Tea message is stored in the Sent Items folder, as shown in Figure A-12.

FIGURE A-9: Message window

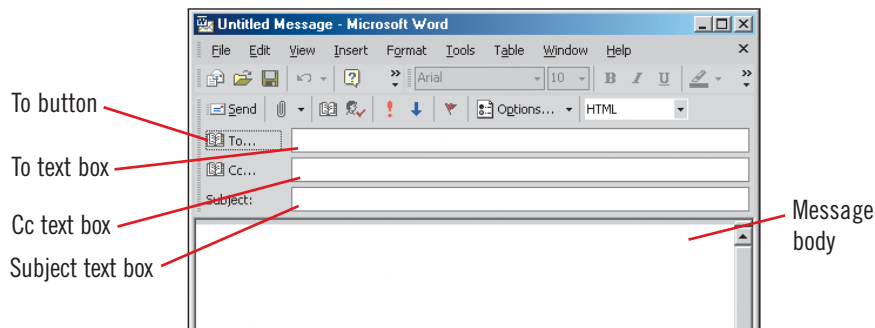


FIGURE A-10: Select Names Dialog box

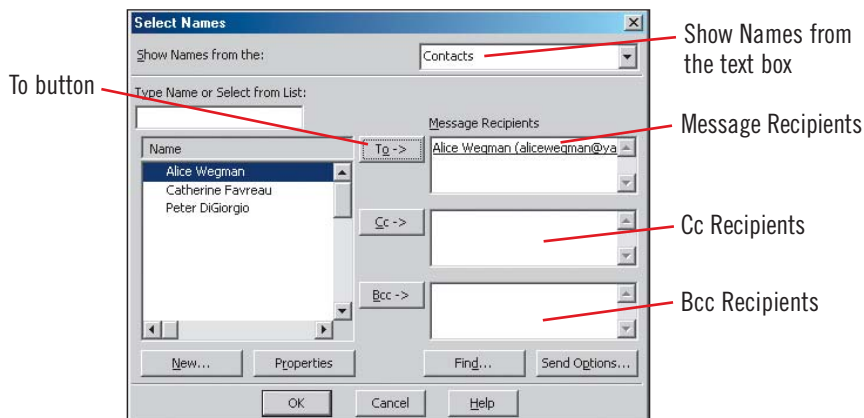


FIGURE A-11: Composing a message

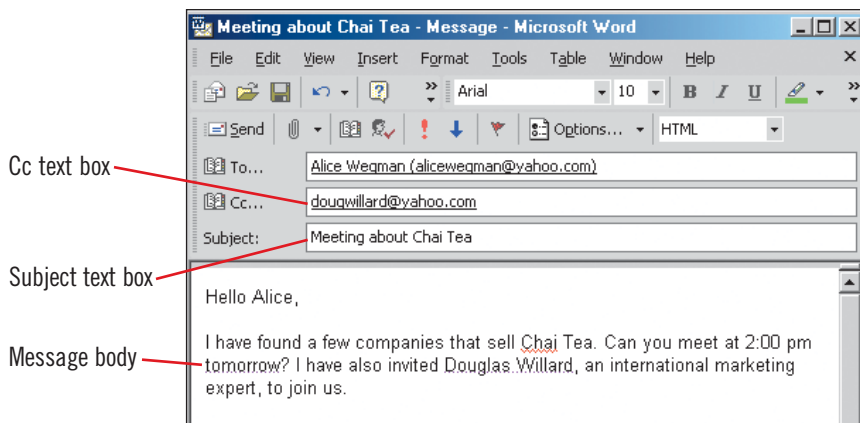
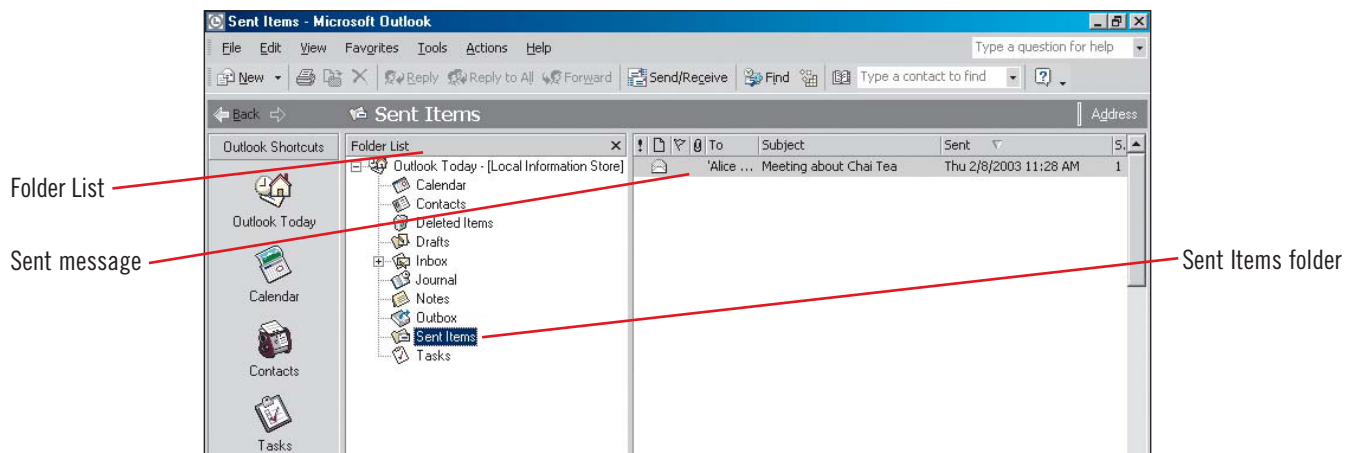



FIGURE A-12: Viewing the Sent items folder





# Replying to and Forwarding Messages

To read a message in your Inbox, you can select it and then preview it in the preview pane, or you can double-click anywhere in the message header to open it in its own window. After reading a message, you can delete it, file it in another folder, or keep it in your Inbox. You can also send a response back to the sender of the message by clicking the Reply button on the Standard toolbar. Reply automatically addresses the e-mail to the original sender and includes the text of the original sender's message in the message body. You can send a message that you have received to another person by using the Forward button on the Standard toolbar.  Alice responds that she will be unavailable. You reply to her and forward her message to Douglas, to let him know the meeting is off for now.

## Steps 1234

### Trouble?

Yahoo! mail only sends one AutoReponse to each sender. Even if you send more than one message to Alice's e-mail address from the same e-mail address, you will only get one Yahoo! AutoReponse message back.

### QuickTip

You can reply simultaneously to the sender of an e-mail message and everyone that the original message was sent to by clicking the Reply to All button on the Standard toolbar.

1. Click the **Send/Receive button**  on the Standard toolbar

Outlook checks for any messages that need to be sent and delivers messages that have been sent to you.

2. Click the **Inbox shortcut** on the Outlook Bar

A message from Alice Wegman appears in the Inbox window, as shown in Figure A-13. Alice is out of the office and has set up an automatic response through her e-mail service. Alice uses Yahoo! as her e-mail service. Yahoo! automatically changes the subject line to "Yahoo! Auto Response" for messages sent by the Auto Response system. When you send messages to people who use Outlook, the original subject line will appear preceded by RE: in their response message to you.

3. Click the **Reply button**  on the Standard toolbar

A new Message window for replying to Alice's message opens. The message is addressed back to Alice. The subject line: Yahoo! Auto Response is preceded by RE, which indicates that the message is a reply message. Information about the original message, including the sender, date, time, recipient, and subject appear in the Message window above the original message from Alice. The insertion point is at the top of the message, ready for you to type a reply.

4. Type **I will call you next week to reschedule.** as shown in Figure A-14

You are now ready to send your reply back to Alice.

5. Click the **Send button**  on the Standard toolbar

The message is sent and a copy of it is stored in your Sent Items folder. The original message from Alice is still selected in the Message window.

6. Click the **Forward button**  on the Standard toolbar

A new Message window for forwarding Alice's message opens. The subject line is the same, and it is preceded by FW, which indicates that the message is a forwarded message. There are no addresses in the To or Cc boxes yet.

7. Type **dougwillard@yahoo.com** in the To text box, then press **[Enter]**

The message is addressed to Doug. AutoComplete will fill in an address as you type once it recognizes it as unique. You are forwarding a copy of Alice's message to Douglas Willard.

8. Click the at top of the message body, type **Doug, I have to cancel the meeting for now,** then click 

The message is sent to Doug, and a copy of it is stored in your Sent Items folder.

FIGURE A-13: Inbox displaying message from Alice

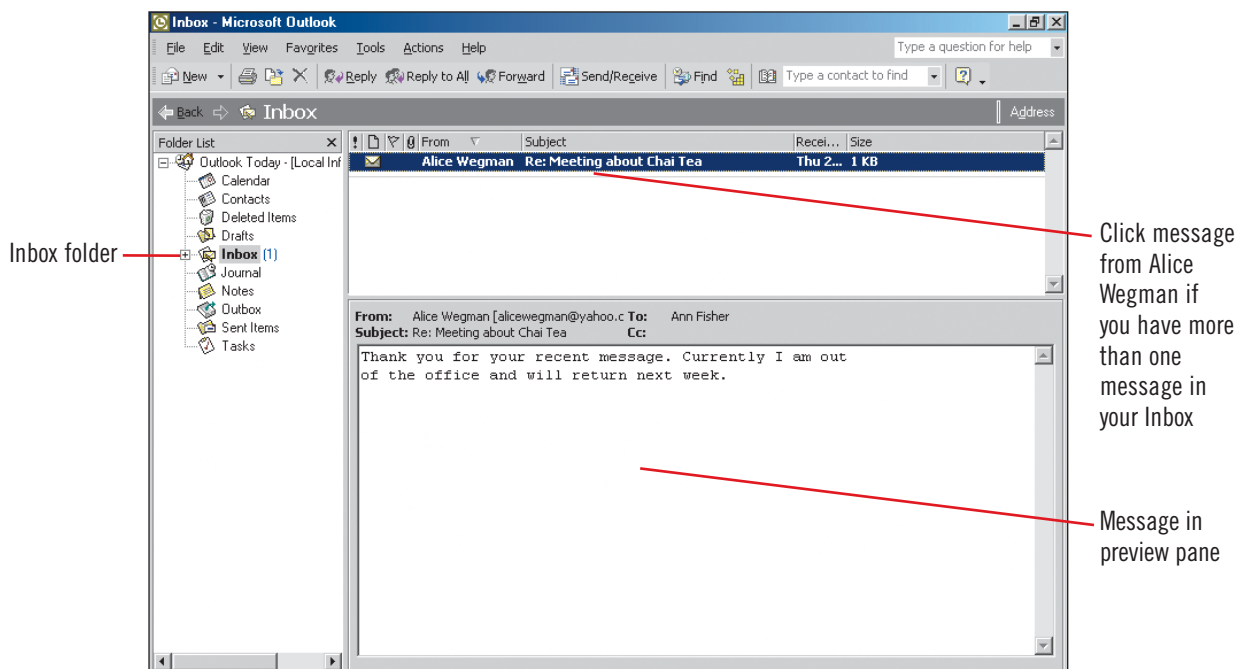
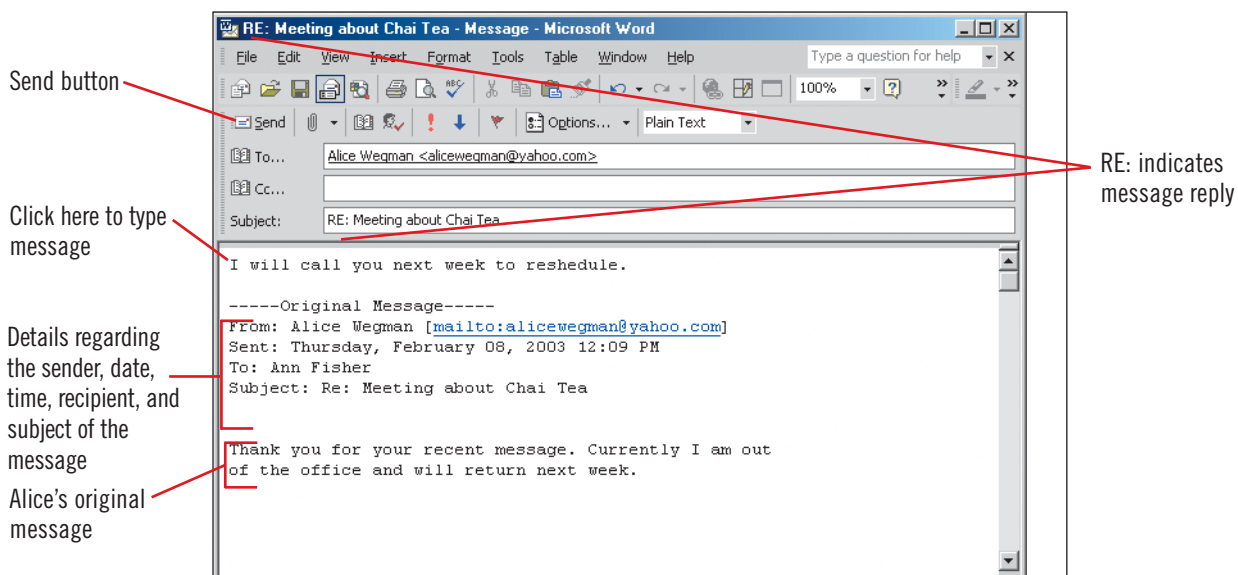


FIGURE A-14: RE: Meeting about Chai Tea message window




## Emoticons

If you see something like this :- ) in an e-mail message, you are looking at an emoticon. Emoticons are faces created by simple keyboard characters—in this example the colon, dash, and end parenthesis—to express an emotion or mood. (Turn the page sideways to see

the face.) You can show a sad face by using a left parenthesis, or a wink by replacing the colon with a semicolon. Many people use emoticons humorously in e-mail messages.



# Sending a Message with an Attachment

In addition to sending a message to a coworker or friend, you can attach a file to an e-mail message. For example, in an office environment, employees can attach Word or Excel documents to e-mail messages so that other employees can open them, make changes to them, and then return them to the original sender or forward them on. You can attach any type of computer file to an e-mail message, including pictures, video clips, and audio clips. The recipient will need the appropriate software in order to open an attachment.  You have compiled some notes about Chai tea that you would like Alice to have when she returns to the office. You send her an e-mail message and attach a text file, called Tea.doc, to it.

## Steps 1 2 3 4

### Trouble?

If you have other contacts that begin with Ali, continue typing Alice's name until Outlook recognizes your entry.

### QuickTip

You can attach more than one file to an e-mail message. Attachments such as video clips or picture files may be too large in file size for some e-mail systems to handle.




1. Click the **New Mail Message button**  on the Standard toolbar  
A new Untitled Message window opens.
2. Type **Ali** in the To text box  
Outlook recognizes the first three letters of the Alice Wegman contact and fills in the rest of her e-mail address.
3. Press **[Tab]** twice, type **Chai Tea Notes** in the Subject text box, as shown in Figure A-15  
The subject indicates the purpose of the e-mail message.
4. Click the **Insert File button**  on the Message window Standard toolbar  
The Insert File dialog box opens.
5. Click the **Look in list arrow**, then locate the drive and folder where your Project Files are stored, as shown in Figure A-16  
Your Project Files for this unit appear.
6. Click **Tea.doc**, then click **Insert**  
The Tea.doc file appears in the Attach text box, as shown in Figure A-17. The icon next to the filename indicates that this is a Word document file.
7. Click the **Send button**  on the Standard toolbar  
The Chai Tea Notes message, along with the Tea.doc file, is sent, and a copy of it is stored in your Sent Items folder.



FIGURE A-15: Chai Tea Notes message window

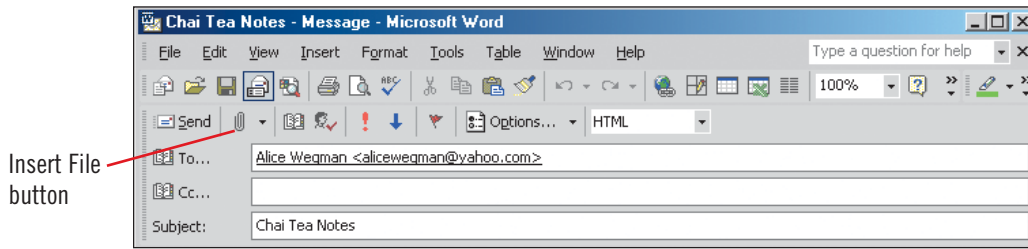


FIGURE A-16: Insert File dialog box

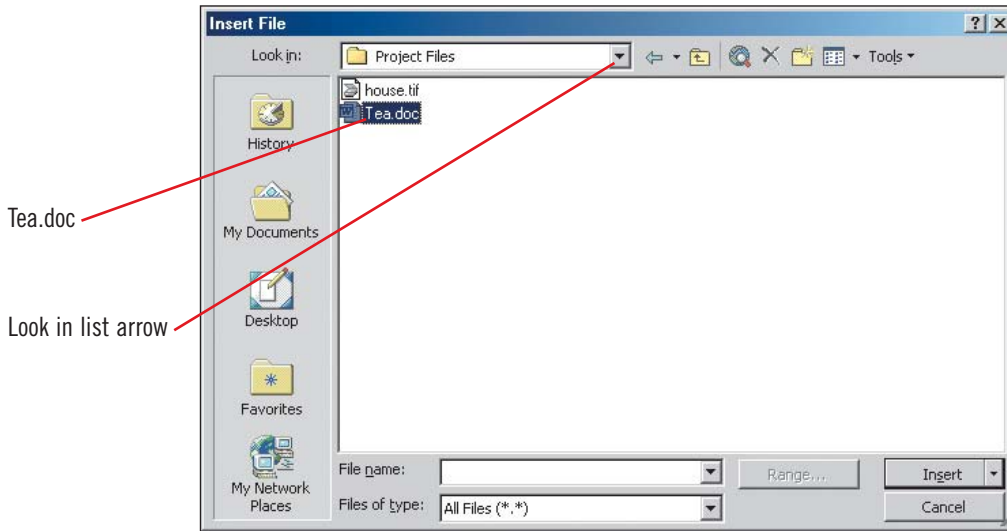
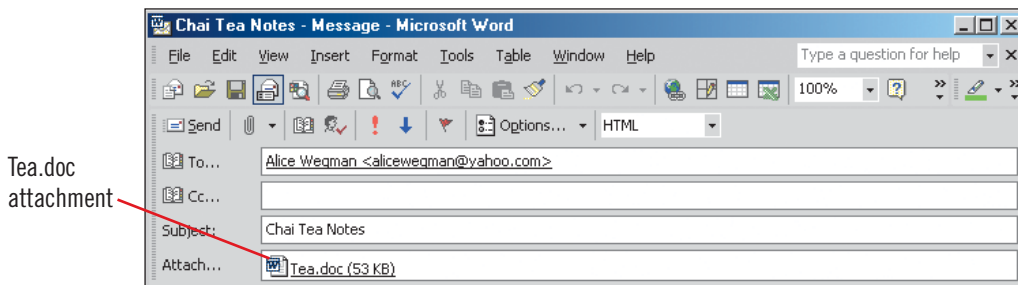


FIGURE A-17: Chai Tea Notes message with Tea.doc attachment



## Options when sending messages


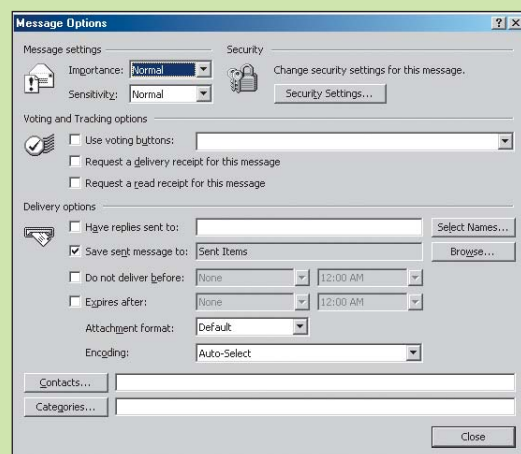
In Outlook, there are several options that affect how messages are delivered. To change these options, click the Options button  on the Message toolbar to open the Message Options dialog box shown in Figure A-18. You can, for example, assign a level of importance and a level of sensitivity so that the reader can prioritize messages. You can also encrypt the message for privacy. When you want to know when a message has been received or read, you can enable the Request a delivery receipt for this message or the Request a read receipt for this message check box. The sender and receiver must both be using Outlook for the receipt options to work.


FIGURE A-18: Message Options dialog box







# Creating a Distribution List

When using Outlook to communicate with friends or coworkers, you may find that you need to send information to the same group of people on a regular basis. If there are many names in the Contacts folder, it can be time-consuming to scroll through all the names to select the ones you want. Fortunately, Outlook provides an easy way to manage the contacts you use most often. You can create a **Distribution List**, which is a collection of contacts to whom you regularly send the same messages. For example, if you send messages reminding your staff of a weekly meeting, you can create a distribution list called “Team” that contains the names of your staff. When you want to send a message to everyone on the team, you simply select “Team” from the Select Names dialog box, instead of selecting each user’s name. Distribution lists are automatically added to the Contacts folder.  You will be sending a lot of information about Chai tea to Alice, Peter, and Catherine. You decide to create a distribution list containing Alice, Peter, and Catherine’s e-mail addresses. You name the distribution list, Marketing.

## Steps 1234

1. Click the **Address Book button**  on the Standard toolbar, then click the **New Entry button**  on the Address Book toolbar

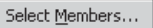
The New Entry dialog box opens. You can choose New Contact or a New Distribution List from the New Entry dialog box.

2. Click **New Distribution List**, verify that **Contacts** appears in the Put this entry in the text box, as shown in Figure A-19

The new distribution list will be placed in the Contacts folder, along with your other contacts.

3. Click **OK**

The Untitled Distribution List window opens. The Members tab is selected.

4. Type **Marketing** in the Name text box, as shown in Figure A-20, then click the **Select Members button** 


The Select Members dialog box opens. It displays the contacts in your Contacts folder, alphabetically by the first name. From this list, you select the names to include in the Marketing distribution list.

### QuickTip

If the names in the Select Members dialog box you want are contiguous, click the first name, press and hold [Shift], then click the last name to select all the names in the list.


5. Click **Alice Wegman**, press and hold [Ctrl], click **Catherine Favreau**, click **Peter DiGiorgio**, then release [Ctrl]

Your Select Members dialog box should look similar to Figure A-21. The [Ctrl] key lets you select noncontiguous (nontouching) names in the list.

6. Click the **Members button**  to move the three names to the Add to distribution list text box, then click **OK**

The three names appear in the Members tab of the Marketing Distribution List dialog box. You can easily see who will get mail sent to the Marketing distribution list, and you can add new members or remove members. You could also click the Notes tab to write information to help describe the purpose of the list.

7. Click the **Save and Close button**  on the Distribution list toolbar

The Marketing distribution list appears alphabetically in the Address Book, as shown in Figure A-22. A Distribution list icon  precedes the name of each distribution list.

8. Close the Address Book

The Address Book closes, and you return to the Outlook Inbox.

FIGURE A-19: New Entry dialog box

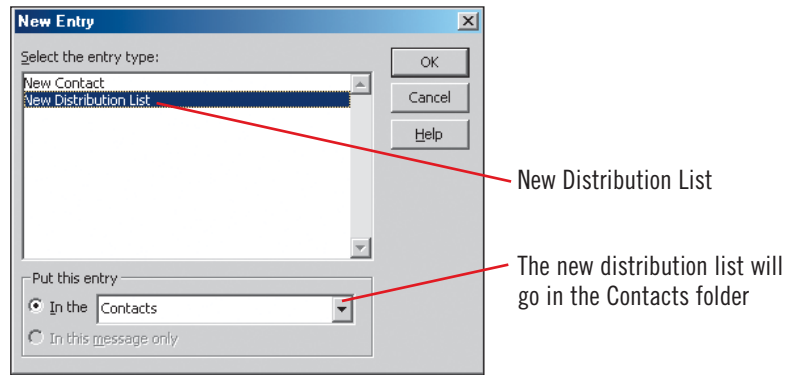


FIGURE A-20: Untitled Distribution List window

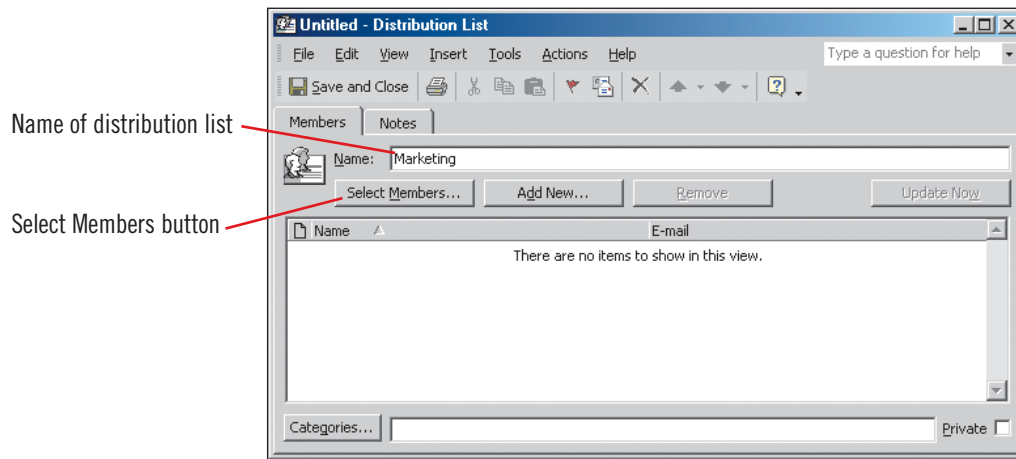


FIGURE A-21: Select Members dialog box

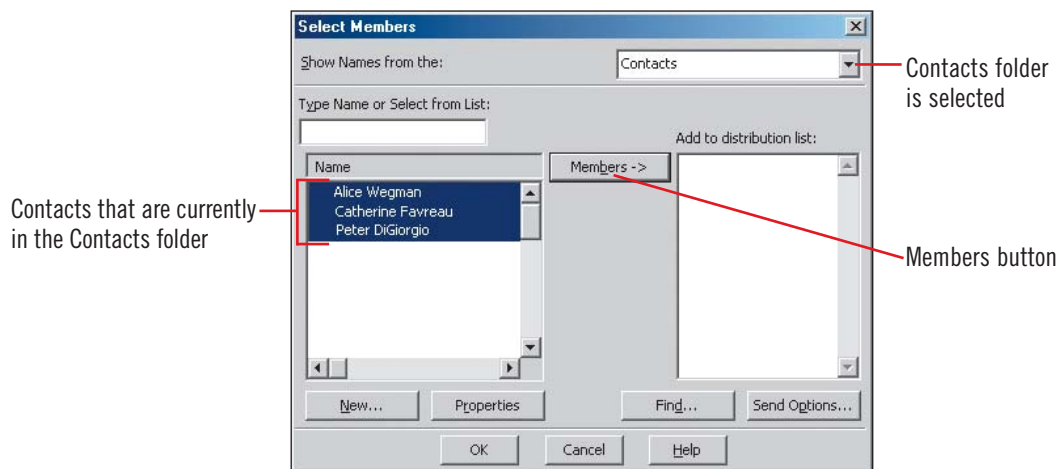
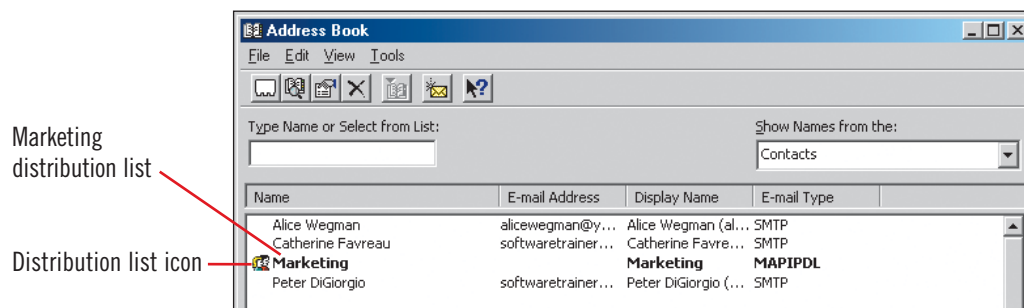



FIGURE A-22: Marketing distribution list in Address Book





# Sending a Message to a Distribution List

Distribution lists make it possible for you to send a message to the same group, without having to select each contact in the group. Once a distribution list is created, you can add new members to it or delete members from it, as necessary. If you change information about a contact who is part of a distribution list, the distribution list is automatically updated.  The meeting about Chai tea has been rescheduled. You want to send the agenda for the meeting to everyone who will be attending. You compose a message and send it to the Marketing distribution list.

## Steps 1234

### Trouble?

If you have another entry that begins with the letter M and precedes Marketing, click the down arrow on your keyboard until Marketing is selected.

1. Click the **New Mail Message button**  on the Standard toolbar
2. Click the **To button**  in the Message window, then type **m** in the Type Name or Select from List text box, as shown in Figure A-23  
The first entry that starts with M, the Marketing distribution list is highlighted.
3. Double-click **Marketing** to move it to the Message Recipients list, then click **OK**  
The Select Names dialog box closes. The Marketing distribution list is added to the To box in the Message window.
4. Type **Meeting Agenda** in the Subject text box, press [Tab], type **9 am–10 am, Overview of Chai Tea products**, press [Enter], type **10 am–11 am, Questions and Answers**, then press [Enter]  
Your screen should resemble Figure A-24. When you send this message, it will go to all the members on the Marketing distribution list.
5. Type your name below the meeting agenda in the message body, click **File** on the menu bar, click **Print**, verify the settings in the Print dialog box, then click **OK**  
You want to tape the agenda to your bulletin board in your office.
6. Click the **Send button** , click the **Send/Receive button**  on the Standard toolbar, then click the **Inbox shortcut** on the Outlook Bar  
The message is sent to the Marketing distribution list. You received your copy. It is important to know how to clear out your Inbox and the various folders in Outlook. You need to delete the messages created in this unit.
7. Click the **first message** in the Inbox, press and hold [Shift], click the **last message** in the Inbox, click the **Delete button**  on the Standard toolbar  
The messages in the Inbox are now in the Deleted Items folder. You can access messages in the Deleted Items folder as long as it has not been emptied.
8. Click the **My Shortcuts** group button on the Outlook Bar, click the **Sent Items folder** on the Outlook Bar, select all the messages, then click the **Delete button**  on the Standard toolbar  
The messages in the Sent Items folder are placed in the Deleted Items folder.
9. Click the **Address Book button**  on the toolbar, press [Ctrl], click each name that you created in this unit, click the **Delete button** , then close the Address Book
10. Click **Tools** on the menu bar, click **Empty “Deleted Items” folder** click **Yes**, click **File** on the menu bar, then click **Exit** to exit Outlook  
The Deleted Items folder is emptied and Outlook is closed.

### QuickTip

If you have other messages in your Inbox that you haven't read, delete only the messages relating to this unit.

FIGURE A-23: Selecting the Marketing distribution list

Type m to jump to the first entry that begins with the letter M

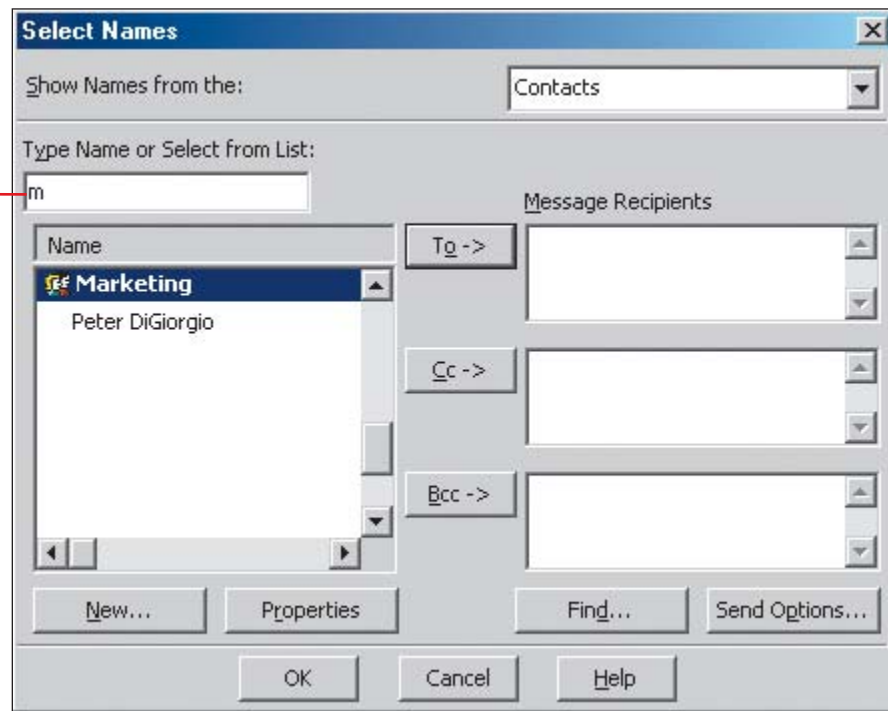
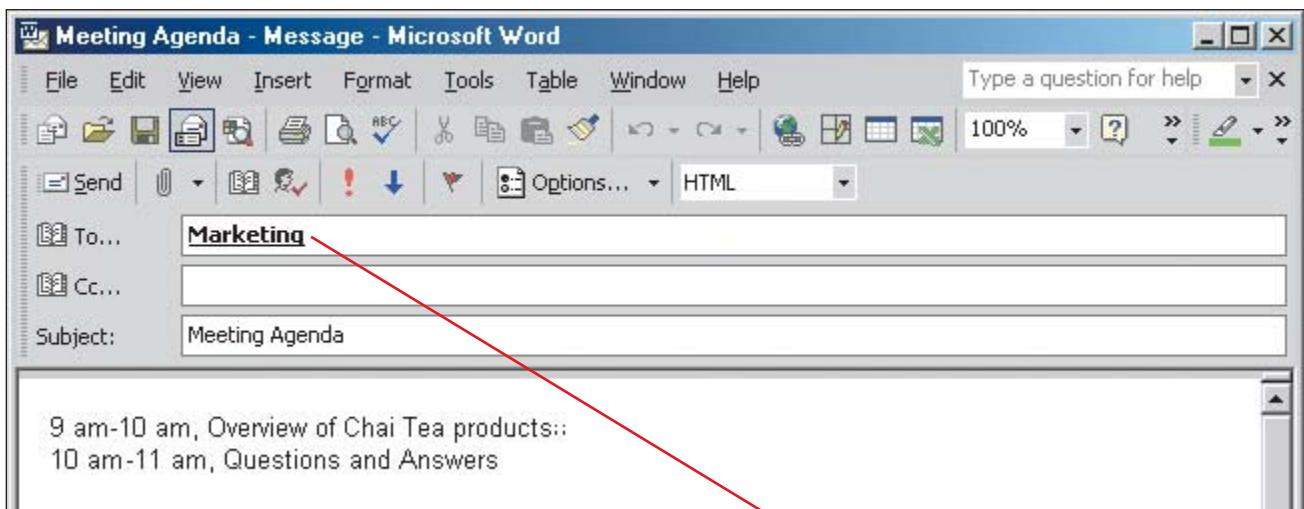


FIGURE A-24: Message addressed to the Marketing group



Message is addressed to the Marketing distribution list



## What is Microsoft Outlook Express?

Microsoft Outlook Express is a program that you can use to exchange e-mail and join newsgroups. It comes with Windows 2000. It focuses primarily on e-mail, so it does not have the many features of Outlook. Outlook is an integrated desktop information manager that combines the Inbox function with a

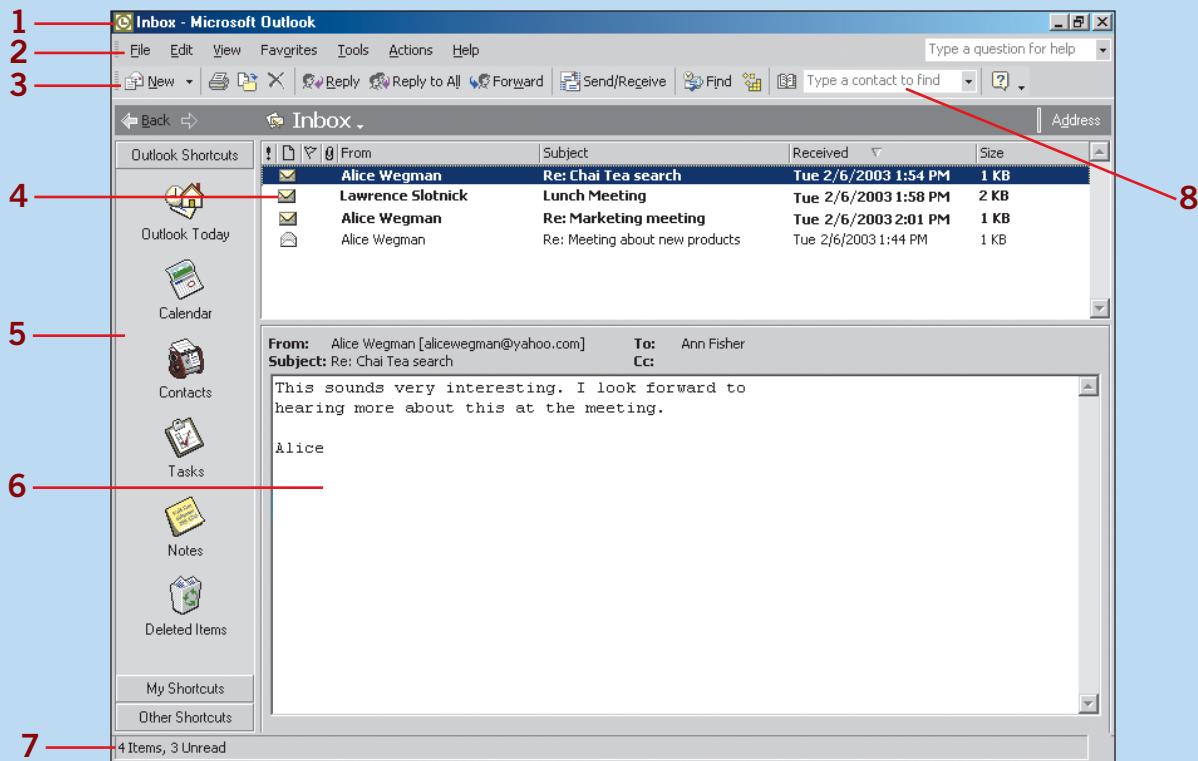
Calendar, Contacts database, Tasks database, and Notes database. (See the Appendix for more information on the additional features of Outlook.) However, once you learn how to use the e-mail capabilities of Outlook, you will be able to apply those skills to Outlook Express.

# Practice

## ► Concepts Review

Label the elements of the Outlook window shown in Figure A-25.

FIGURE A-25



Match each term with the statement that best describes it.

- |                       |   |
|-----------------------|---|
| 9. E-mail             | a. Stores all of the names of users to whom you can send messages                               |
| 10. Distribution list | b. A list of contacts that are grouped together and given a descriptive name                    |
| 11. Contacts folder   | c. A computer file, such as a Word or Excel document, that is sent along with an e-mail message |
| 12. Attachment        | d. Messages that are sent and received over a computer network                                  |
| 13. Inbox             | e. Contains messages you have received  |
| 14. Message header    | f. Identifies the sender, subject, and date of the message                                      |

Select the best answer from the list of choices.





15. You can see how many messages are in your Inbox and how many are unread by viewing the:

- a. Folder banner.
- b. Menu bar.
- c. Preview pane.
- d. Status bar.

16. Which menu do you use to empty the Deleted Items folder?

- a. Tools
- b. Edit
- c. Actions
- d. File

17. Which of the following is *not* a message header icon?

- a. 
- b. 
- c. 
- d. 

18. To read a message that arrives in your Inbox, you:

- a. Click View on the menu bar, then click Read.
- b. Double-click the message.
- c. Click the Read button on the Standard toolbar.
- d. Click the Inbox folder.

19. To send an attachment with your e-mail message, you:

- a. Create a message, then click the Attach File button.
- b. Create a message, then click the Insert File button.
- c. Click the Insert File button, then click the New Mail Message button on the Standard toolbar.
- d. Click the Attach File button, then click the New Mail Message button on the Standard toolbar.

20. To forward a selected message to another user you:

- a. Click File on the menu bar, then click Forward.
- b. Click the Forward button on the Standard toolbar.
- c. Click the Send button in the Message window.
- d. Click Tools on the menu bar, then click Forward.

21. To create a new message, you:

- a. Click the New Mail Message button.
- b. Click the Create button.
- c. Click the Mail button.
- d. Click the Send button.

22. To send the same message to multiple recipients, which of the following is *not* an option?

- a. Dragging the message to each of the recipient names.
- b. Selecting multiple names from the Contacts folder in the Select Names dialog box.
- c. Entering multiple names in the To text box.
- d. Creating a distribution list containing the names of the users.

## ► Skills Review

### 1. Start Outlook and view the Outlook 2002 window.

- Click the Start button on the taskbar, point to Programs, then click Outlook.
- Choose a profile if you are prompted to during the startup of Outlook.
- Click the Outlook Today shortcut on the Outlook Bar.
- Click View on the menu bar, point to Go To, then click Inbox.
- Locate the following items: menu bar, title bar, status bar, preview pane, Standard toolbar, and folder banner.
- Click the Address Book button on the Standard toolbar.
- Close the Address Book.

### 2. Add a contact to the Address Book.

- Click the Address Book button on the Standard toolbar.
- Click the New Entry button on the Address Book toolbar.
- Make sure that New Contact is selected, then click OK.
- Type **Martha Sevigny** in the Full Name text box, click the E-mail text box, type **martha\_sevigny@yahoo.com**, then press [Tab].
- Click the Save and Close button on the Address Book toolbar.
- Close the Address Book.

### 3. Create and Send new messages.

- Click the New Mail Message button on the Standard toolbar.
- Click the To button.
- Verify that Contacts appears in the Show Names from the text box.
- Double-click Martha Sevigny in the Names list.
- Click OK to close the Select Names dialog box.
- Type **alicewegman@yahoo.com** in the Cc text box.
- Type **Lunch on Tuesday** in the Subject text box, then press [Tab].
- Type **Martha, I will be near your office on Tuesday. Can you meet me for lunch? I would also like to invite Alice Wegman.**
- Click the Send button.

### 4. Reply to and Forward messages.

- Click the Send/Receive button on the Standard toolbar.
- Click the Inbox folder on the Folder List.
- Read the message from Martha in the preview pane.
- Click the Reply button on the Standard toolbar.
- Click the message body, then type **Martha, I look forward to hearing about your vacation.** Send the message.
- Click the Forward button on the Standard toolbar.
- Type **alicewegman@yahoo.com** in the To text box.
- Click the top of the message body, then type **Alice, Martha has responded below that she cannot make our lunch meeting. We'll reschedule lunch for another time.**
- Click the Send button.

### 5. Send a message with an attachment.

- Click the New Mail Message button.
- Click the Address Book button.
- Select Martha Sevigny as the message recipient.
- Close the Select Names dialog box.
- Type **picture of cottage** in the Subject text box.



- f. Type **Martha, here is the picture you requested. Let me know if you would like to rent the house this summer** in the message body.
  - g. Click the Insert File button.
  - h. Click the Look in list arrow, then click the drive and folder where your Project Files are stored.
  - i. Click house.tif, then click Insert.
  - j. Click Send.
- 6. Create a distribution list.**
- a. Create three new contacts in the Address Book. You can use your own e-mail address and/or those of your friends.
  - b. Click the Address Book button on the Standard toolbar.
  - c. Click the New Entry button.
  - d. Click New Distribution List, then click OK.
  - e. Type **Summer House** in the Name text box.
  - f. Click the Select Members button, then select at least three contacts from the Select Members dialog box.
  - g. Click OK, then click the Save and Close button.
  - h. Close the Address Book.
- 7. Send a message to a distribution list.**
- a. Click the New Mail Message button.
  - b. Click the To button in the new mail Message window.
  - c. Double-click Summer House in the Select Names dialog box, then click OK.
  - d. Type **security deposit** in the Subject text box.
  - e. Type **Please turn in your share of the security deposit for the summer house we are renting. Thank you.**
  - f. Click the Send button.
  - g. Delete all of the messages in the Inbox folder from this exercise.
  - h. Delete all of the messages in the Sent Items folder from this exercise.
  - i. Delete all of the fictitious addresses in the Address Book.
  - j. Click Tools on the menu bar, then click Empty Deleted Items folder.
  - k. Exit Outlook.

## ► Independent Challenge 1

You are a member of the student newspaper at your school. The editor has asked you to organize monthly dinner meetings for the newspaper staff to brainstorm new ideas for the paper. You decide to use Outlook to notify the staff of upcoming dinner meetings. Since you'll be corresponding with the staff frequently, you create a distribution list of the newspaper staff members.

- a. Start Outlook.
- b. Using the e-mail addresses of your friends, create a distribution list called Newspaper.
- c. Be sure to include yourself on the list.
- d. Add at least four contacts to the distribution list.
- e. Create a new message and address it to the Newspaper distribution list.
- f. Type **dinner meeting** in the Subject text box.
- g. Type **This month's meeting will be at the Italian Kitchen on March 3, 2003 at 7:00 pm.** in the message box.
- h. Click the Send button, then click the Send/Receive button. Depending on the speed and type of Internet connection you are using, you may need to click the Send/Receive button again, after waiting a few moments, if you do not receive a response e-mail the first time you click the Send/Receive button.
- i. Read the dinner meeting message, then print it.
- j. Delete all of the messages in the Inbox folder related to this Independent Challenge.

- k. Delete all of the messages in the Sent Items folder from this exercise.
- l. Delete the Newspaper distribution list, and any fictitious addresses in the Address Book.
- m. Empty the Deleted Items folder.
- n. Exit Outlook.

## ► Independent Challenge 2

Practice sending an e-mail message with an attachment to a friend, family member, or classmate.

- a. Start Outlook.
- b. Create a new message and address it to a friend, family member, or classmate.
- c. Enter your e-mail address in the Cc text box.
- d. Type **picture** in the Subject text box.
- e. Attach a picture to the e-mail message. Use a picture stored on your computer or one from your Project Files (*Hint: Click the Insert File button on the Message window Standard toolbar, click the Look in list arrow in the Insert File dialog box to navigate to the drive and folder where the picture you want is stored, then click Insert.*) Graphics files have extensions including .tif, .bmp, .jpg, or .gif.
- f. Type a short note to the recipient of the message, telling him or her that you thought they would like this picture.
- g. Click the Send button, then click the Send/Receive button. Depending on the speed and type of Internet connection you are using, you may need to click the Send/Receive button again, after waiting a few moments, if you do not receive a response e-mail the first time you click the Send/Receive button.
- h. Print a copy of the picture message.
- i. Delete all of the messages in your Inbox.
- j. Delete all of the messages in the Sent Folder.
- k. Empty the Deleted Items folder.
- l. Exit Outlook.